

VIRGINIA Relay Service

June, 2003

Commendations

TTY June 1, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY June 6, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Voice June 7, 2003

The customer received a relay call for the first time. He was very impressed with the service.

Category: Relay/OSD Related

TTY June 9, 2003

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY June 17, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

TTY June 20, 2003

The customer commended Virginia Relay for the wonderful service they provide.

Category: Relay/OSD Related

TTY June 23, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY June 25, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice June 26, 2003

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY June 27, 2003

The customer commended the CA for being helpful.

Category: CA/OPR Related

Voice June 30, 2003

The customer commended the CA for being patient.

Category: CA/OPR Related

Complaints

Voice June 3, 2003

The caller complained that for the last few months CAs have not been giving their ID number.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: June 3, 2003

Voice June 6, 2003

The customer complained that the CA typed too slow and had difficulty relaying the conversation.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: After further investigation, it was determined that the call was not handled by AT&T Relay Services.

Contact Closed: June 9, 2003

Voice June 13, 2003

The customer complained that she could not understand the message that the CA left on her voicemail.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 18, 2003

TTY June 14, 2003

The customer complained that he/she was receiving garbled words.

Category: Garbled Words

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: June 14, 2003

Inquiries/Comments

Voice June 2, 2003

The caller asked where to get a flasher for her mother's phone.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 2, 2003

TTY June 2, 2003

The caller asked where or how to obtain TTYs for his 14-unit apartment building.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to equipment manufacturers.

Contact Closed: June 2, 2003

Voice June 3, 2003

The customer wanted included in the call announcement that she was a Hearing Impaired caller.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Entered a profile for the customer so her calls would be announced accordingly.

Contact Closed: June 3, 2003

TTY June 5, 2003

The customer would like to have her number blocked from Caller ID.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up Relay Choice Profile blocking transmission of the customer's number to Caller ID units.

Contact Closed: June 7, 2003

Voice June 5, 2003

The caller wanted to know if government agencies were exempt from paying montly taxes on their phone bills.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing and the Virginia Department of Taxation.

Contact Closed: June 6, 2003

Voice June 6, 2003

The caller wanted to know whether TTY or TDD was the most commonly used acronym.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that both are widely used.

Contact Closed: June 6, 2003

TTY June 9, 2003

The customer asked why AT&T had billed his calls, when MCI is his Carrier of Choice.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided fax number for customer to fax his bills. Contact pending.

Contact Closed:

TTY June 11, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile per customer's request.

Contact Closed: June 12, 2003

TTY June 11, 2003

The customer requested relay brochures be mailed to her.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Mailed the customer the relay brochures she requested.

Contact Closed: June 11, 2003

TTY June 12, 2003

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: June 16, 2003

Voice June 23, 2003

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 23, 2003

TTY June 24, 2003

The customer requested updated Virginia Relay brochures and a yellow page directory for deaf telephone users.

Category: Outreach/Marketing

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Sent the customer the brochures via U.S. Mail and referred to TDI for TTY/TDD directory.

Contact Closed: June 24, 2003

Voice June 27, 2003

The customer requested updated information on the Virginia Relay Service.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that the brochure she has was the most current version. Referred to the relay website for additional information.

Contact Closed: June 27, 2003

Voice June 27, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: June 27, 2003

Voice June 27, 2003

The caller wanted to know why when she dialed the number for R&B Telephone, she reached the relay service.

Category: Technical Related

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained that the telephone company may have the number on call forwarding.

Contact Closed: June 27, 2003

Voice June 28, 2003

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained Speech-to-Speech and VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing for additional information.

Contact Closed: June 28, 2003

Voice June 30, 2003

The customer asked how she could better accommodate potential TTY customers.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained options available and referred to Virginia Department for the Deaf and Hard of Hearing for further assistance.

Contact Closed: June 30, 2003